



## Comprehensive Notice Board

### **A. CUSTOMER SERVICE INFORMATION:**

- (i) We have separately displayed the key interest rates on deposits & forex rates (In Authorized Branches) in the branch.
- (ii) Nomination facility is available on all deposit accounts, articles in safe custody and safe deposit vaults.
- (iii) We exchange soiled notes and mutilated notes.
- (iv) We accept/exchange coins of all denominations.
- (v) If a banknote tendered here is found to be counterfeit no value shall be given for the same and Note shall be retained . Acknowledgement can be issued on the request of tenderer.
- (vi) Please refer to our cheque collection policy, available on bank website as well as with Branch, for the applicable time frames for collection of local and outstation cheques.
- (vii) For satisfactory accounts, we offer immediate credit of outstation cheque up to Rs.15000.00 (Please refer cheque collection policy).
- (viii) Bank's lending rates

MCLR (one Year): -8.75% p.a. (effective date : 10/06/2024)

RBLR: - 9.35% p.a. (effective date : 10/06/2024)

### **B. SERVICE CHARGES:**

#### **1) Saving Account :-**

Rural: - Minimum Balance: Rs. 500/-, charges for non-maintenance thereof: Max Rs. 34 per month.

Semi Urban: - Minimum Balance: Rs. 1000/-, charges for non-maintenance thereof: Max Rs. 50 per month.

Urban & Metro: - Minimum Balance: Rs. 2000/-, charges for non-maintenance thereof: Max Rs. 84 per month.

#### **2) No-Frills Accounts :-**

Minimum Balance: Nil, charges for non-maintenance thereof: NA.



### **GRIEVANCE REDRESSAL**

- (i) If you have any grievances/complaints, please approach: **Branch Manager**  
(ii) If your complaint is unresolved at the branch level, you may approach our

### **Regional Heads**

#### **BARPETA REGION:**

Name:- MR. MAHENDRA KUMAR  
Office Address:- NAVEEN BAZAR, BARPETA ROAD DIST. BARPETA, ASSAM  
Telephone No.:- 9706060675  
Email-ID:- [rmbarpertaro@centralbank.co.in](mailto:rmbarpertaro@centralbank.co.in)

#### **GUWAHATI REGION:**

Name:- MR. SANJAY KUMAR  
Office Address:- CENTRAL BANK BUILDING, 2ND FLOOR, BHANGAGARH SHAKTIGARH PATH  
Telephone No.:- 7099029055  
Email-ID:- [rmguwaro@centralbank.co.in](mailto:rmguwaro@centralbank.co.in)

#### **UPPER ASSAM REGION:**

Name:- MR. MITHLESH KUMAR RAI  
Office Address:- CHANDRA BHAVAN, 1ST FLOOR NEHRU PARK ROAD JORHAT ASSAM  
Telephone No.:- 8197401499  
Email-ID:- [rmupparo@centralbank.co.in](mailto:rmupparo@centralbank.co.in)

### **Zonal Head**

#### **GUWAHATI ZONE:**

Name:- MR. V K SRIVASTAVA  
Office Address:- 2nd FLOOR, CENTRAL BANK BUILDING G S ROAD SHAKTIGARH PATH, BHANGAGARH GUWAHATI  
Telephone No.:- 7045754970  
Email-ID:- [zmguwazo@centralbank.co.in](mailto:zmguwazo@centralbank.co.in)

- (iii) If you are not satisfied with our grievance redressal, you may approach the **Banking Ombudsman at:**  
Centralized Receipt and Processing Centre (CRPC), 4-Floor, RBI, Sec-17, Central Vista, Chandigarh, 160017  
Registration Portal: <https://cms.rbi.org.in>  
Toll free No.: (#14448)



### **Comprehensive Notice Board**

#### **C. OTHER SERVICES PROVIDED:**

- i) We accept direct tax collection. (Please quote PAN/TAN on Challan. Do not drop the Challans in the Drop Boxes).
- ii) We open Public Provident Fund accounts. ( HUF-PFF cannot be opened)
- iii) The Senior Citizens Savings Scheme, 2004, Sukanya Samridhi, Mahila samman saving certificate and New Pension Scheme are operated here.
- iv) Prime Minister's Mudra Yojana / other schemes sponsored by Government of India and State Government are operated here.
- v) We offer MSME loans/products.
- vi) We issue Kisan Credit Cards.
- vii) We open 'Prathamik Bachat Bank Jama Khata' with "Zero Balance".
- viii) Donations for PM's relief fund are accepted here.

#### **D. INFORMATION AVAILABLE IN BOOKLET FORM (Please approach 'MAY I HELP YOU' Counter / Branch manager)**

1. All the items mentioned in (A) to (D) above.
2. Code of Bank's Commitment to Customers (BCSBI Codes )
3. Code of Bank's Commitment to SME.2012
4. KYC Guidelines and periodic update of KYC Documents
5. AML Guidelines



6. Banking Ombudsman Scheme
7. Citizen's Charter
8. Fair practice code for lenders
9. Bank's compensation Policy
10. Policy on collection of cheque
11. Policy on collection of Dues & Repossession of Security
12. Policy on Grievance Redressal Mechanism
13. Policy on Bank Deposit
14. Latest Service Charges for various facilities, including services rendered free of charge.
15. Time Norms for various services
16. Interest rate on deposits/loans
17. Exchange of notes and coins
18. Counterfeit Notes
19. Design & Security features of Bank Notes
20. RBI caution notices about Phishing
21. National Trust for Welfare of Persons with Austin, Cerebral Palsy, Mental Retardation and Multiple Disabilities Act, 1999.
22. Customer Right Policy.